

CHAPTER 13:
MENTAL HEALTH,
SUBSTANCE USE,
AND ADDICTION
SERVICES
AT CVAMC

**CVAMC PSYCHOSOCIAL RESIDENTIAL REHABILITATION PROGRAM
SUB-ACUTE INPATIENT PSYCHIATRY (58A)**

1400 Black Horse Hill Road

Coatesville, PA 19320

**For program Information, please call mental health admissions coordinator
(610) 384-7711 ext 5126**

Mission Statement: Psychosocial Step-Down Unit (58A)-Staff believes that a supportive, strengths-based recovery atmosphere will help Veterans achieve their self-determined goals. It is our mission to put the individual first and provide Veterans in the recovery process with a sense of hope, individualized strengths-based care, and opportunities for personal growth so Veterans may live a life of their choosing in the community.

Program is for Veterans who can benefit from a longer inpatient stay for medication, stabilization, and social skills training resource coordination.

Available Services: Psychiatry, Physical Medicine, Psychology, Nursing, Recreation Therapy, Social Work, and Dietary. Groups offered:

- Recovery group:
- Leisure Education
- Expressive Arts:
- Wellness Group
- Health & Hygiene
- Social Skills Group
- Recreation Outings
- Illness Management & Recovery
- KT Gym
- KT Pool
- Music Therapy
- Topic Groups
- Medication Group

Who is eligible? Must have a primary mental health diagnosis, no direct 302 admissions, and cannot be actively suicidal with a plan.

Refer to this Program by: 58A Treatment Team.

* Source: Psychosocial Residential Rehabilitation Program Acute Inpatient Psychiatry Info via Program Manager, Don Curtis 6/2010

CVAMC ACUTE INPATIENT PSYCHIATRIC UNIT (58B)

1400 Black Horse Hill Road

Coatesville, PA 19320

**For program Information, please call Mental Health Admissions RN
(610) 384-7711 ext 2911**

This program is for: Veterans who require acute inpatient hospitalization for stabilization and treatment of mental illness.

Available services: Medication management, group workshops, recreation therapy/activities, and social work/discharge planning services.

Who is eligible? Veteran who was honorable discharged.

Referrals to our program come from: VA facilities, private hospitals psychiatric units/ER, self referrals.

* Source: Acute Inpatient Psychiatry Info via Program Manager, Linda Knight; 6/2010

CVAMC BIOFEEDBACK CLINIC

1400 Black Horse Hill Road, Basement Bldg 7, Room B06;
Coatesville, PA 19320

**Program Information, please call Biofeedback Coordinator
(610) 384-7711 ext x 4944**

Population served: Inpatient and outpatient Veterans

Services: Biofeedback (electromyographic, skin temperature, skin conductance, and heart rate variability) assessments and training; hypnotic assessments and self-hypnosis training; individual cognitive-behavioral therapy/counseling; and group relaxation/stress management/coping skill training for the variety of psychiatric and psychophysiological disorders including, but not limited to, anxiety, anger, panic, phobias, OCD, headaches, sleep disturbance, chronic pain syndromes, and other stress-related disorders.

How to Refer: Biofeedback Consult (Attention: Dr. Ron Pekala, PhD) needed from the treatment provider

*Source: Biofeedback Clinic Info via Dr. Pekala; 6/2010

**CVAMC CASE MANAGEMENT/
MENTAL HEALTH INTENSIVE CASE MANAGEMENT (MHICM)**

1400 Black Horse Hill Road 57B

Coatesville, PA 19320

For program Information, please call Mental Health Admissions Coordinator at (610) 384-7711 ext 5126. Program Coordinator, Joseph Storz, can be reached 610-384-7711 x5751

Program Description: The Coatesville VA Medical Center has a special program to help Veterans with mental illness live regular lives outside of big institutions. The goal is to increase community functioning and adaptation resulting in a better quality of life. The program uses intensive clinical case management with highly individualized treatment to meet special needs of Veterans.

The case management program provides care for Veterans with severe and persistent mental illness who no longer require inpatient care services. Many of our Veterans have difficulty performing day to day tasks such as bathing, shopping, preparing meals, and managing their finances. They also have minimal support from friends and family.

Our goal is recovery, helping each Veteran develop the necessary skills to live as independently as possible. Care planning is individualized focusing on each Veteran's strengths and desires.

Each Veteran is assigned a case manager. The case manager helps the Veteran meet their daily challenges through teaching and counseling. The case manager may assist the Veteran with housing needs; teach the Veteran how to grocery shop and to use public transportation. The case manager also may teach basic planning and money management skills. In addition, the case manager coordinates care with the psychiatrist and primary care physicians assuring the Veteran's medical needs are met.

Staff: MHICM is a multidisciplinary team consisting of:

- Licensed Social Workers
- Registered Nurses and LPNs
- Administrative Assistants

Services:

- Helping to find housing
- Providing staff accessibility 24 -hours a day for emergency
- Connecting Veterans to other services; example: medical clinics, providing Veterans with daytime activities
- Providing education about disease process, medications, health care issues, and community resources
- Supporting Veterans in times of stress
- Helping Veterans get along and communicate with families and friends
- Following Veterans as long as services are needed
- Community Transitions and Wellness Center with focus on problem solving structured activities and health alternatives to substance abuse.

WE ARE LOOKING TO SERVE OUR HOSPITALIZED VETERANS WHO:

- Have been identified to benefit from case management.
- Are, or have been hospitalized three or more times during the last 12 months.

MHICM accepts referrals through Coatesville VAMC Psychiatric managed care team.

*Source: Case Management /MHICM Program info via Program Coordinator, J. Storz, 6/2010.

CVAMC MENTAL HEALTH CLINIC (57A)

1400 Black Horse Hill Road
Coatesville, PA 19320

This program is for:

Veterans needing psychiatric medication, counseling and psychotherapy for a wide variety of issues from serious mental illness to difficulty adjusting to a life stressor. Social work services for mental health related needs for any mental health clinic patient and any primary care patient of Dr. Qureshi ONLY

Available services:

Walk-in psychiatric services, individual and group psychotherapy, pharmacotherapy, walk in and scheduled social work services.

Who is eligible? Very broad – anything mental health

Refer to this program by:

1. For urgent evaluations, Veteran can come to 57A by 2:30 pm
2. For routine services, providers can place consults to outpatient psychiatry and/or outpatient psychology.
3. There is no consult for social work. Veterans should sign in at the front desk during Walk-in Hours. These hours are subject to change, so Veterans should call the front desk to verify before traveling long distances.
4. Social Work walk-in hours vary daily, however, there are usually some walk-in hours during the morning and afternoon of each day. Walk in hours are typically 8-10am and 2-4pm usually daily. Walk-in hours may be cancelled due to vacations, meetings etc. Please call x6801 to verify walk-in hours for that day before traveling.

Please note:

1. There is a significant wait for psychiatric appointments. Unless the Veteran wants/needs medication, a psychology consult may be quicker.
2. There is typically a long wait to see the walk-in doctor –expect to wait several hours

If you are a provider, please make sure that the Veteran is aware of the referral and is willing to attend within 14 days.

All Veterans referred to the Mental Health Clinic must be seen within 30 days, per VA regulations. If Veteran cannot commit to this, provide them the telephone number for the front desk. They may call when ready or place the consultation at a later time when Veteran will follow-through. Please do not place the consultation without the Veteran's agreement.

CVAMC MENTAL HEALTH CLINIC (57A)

PTSD CLINICAL TEAM

1400 Black Horse Hill Road
Coatesville, PA 19320

PTSD CLINICAL TEAM

The PTSD Clinical Team (PCT) is an outpatient program which specializes in assessing and treating veterans diagnosed with Post Traumatic Stress Disorder (PTSD). The PCT serves veterans from all eras and works with veterans who have both combat and non-combat PTSD. The PCT is composed of licensed Psychologists who have extensive training in specialized treatments for PTSD. The PCT is housed in the Mental Health Clinic, which is located on the first floor of Building 57 at the Coatesville VA Medical Center. The PCT also provides specialized services at Coatesville's two Community-Based Outpatient Clinics in Springfield and Spring City, PA. Daytime and evening appointments are available.

Services offered by the PTSD Clinical Team include:

- **Cognitive Processing Therapy** – An evidence-based Cognitive Behavioral treatment for PTSD.
- **Seeking Safety Group Therapy**– An evidence-based treatment emphasizing coping skills for veterans diagnosed with PTSD.
- **Integrative Behavioral Couples Therapy** - An evidence-based treatment to decrease relationship distress in couples.
- **Prolonged Exposure Therapy** - An evidence-based Cognitive Behavioral treatment for PTSD.
- **Eye Movement Desensitization and Reprocessing Therapy** – An intensive time-limited procedure that uses eye movements to help veterans process trauma associated with PTSD.
- **PTSD Coping Skills Groups** - Long-term groups providing support and coping skills to veterans diagnosed with PTSD.
- **Behavioral Sleep Improvement Workshop** – A time-limited workshop teaching veterans behavioral techniques to improve their sleep.
- **Anger Management Workshop** - A time-limited workshop teaching veterans behavioral techniques to better manage anger.

*Source: Outpatient Mental Health Program Info verified via CVAMC Chief of Psychology, Dr. Cavicchia & Dr. Inman, 6/2010; Social Work information / Primary Social worker from Outpatient Mental Health Program, Molli Collacott, 6/2010

CVAMC MENTAL HEALTH RECOVERY PROGRAMS

1400 Black Horse Hill Road
Coatesville, PA 19320

What is Mental Health Recovery?

The President's New Freedom Commission on Mental Health outlines the vision: "a future when everyone labeled with mental illness will recover...Care must focus on increasing the consumers' ability to successfully cope with life's challenges,--not just on managing symptoms."

RECOVERY IS....

- Building **HOPE**
- Creating **EMPOWERMENT**
- Increasing **SELF-RESPONSIBILITY**
- Finding **MEANINGFUL ROLES**

"A deeply personal, unique process of changing one's attitudes, values, feelings, goals, skills, and/or roles. It is a way of living a satisfying, hopeful, and contributing life even with limitations caused by the illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness" (W. Anthony, 1993)

Psychosocial Rehabilitation Services:

- **Peer Support Services** are available by trained **Peer Support Providers** who:
 - **Serve as role models** by sharing their personal recovery stories, showing that recovery from mental illness is possible.
 - **Teach** goal setting, problem solving, symptom management skills and a variety of recovery tools.
 - **Empower** by helping others identify their strengths, supports, resources and skills.
 - **Advocate** by working to eliminate the stigma of mental illness.
 - **Act as community liaisons** by identifying social supports in the community and encouraging the expansion of local community resources.
- **Case Management; Mental Health Intensive Case management (MHICM)** provides community support to avoid/prevent hospitalization, and to increase community adjustment and quality of life.
- **Psychosocial Rehabilitation Vocational Employment Services** that assist before, during and after job placement.
- **Outpatient clinics** in 3 locations for medication and Psychotherapy
- **Domiciliary Residential Rehabilitation Programs** for Substance Abuse, Dual Diagnosis, PTSD and Homeless Veterans
- **Psychosocial Residential Rehabilitation Programs** provide a 24/7 structured and supportive residential environment as a part of the rehabilitative treatment regime.

What are the roles of the local mental health recovery coordinator?

- Provide Community Education and Outreach
- Provide Staff Education and Consultation
- Work directly with Veterans and/ families
- Share information and resources
- Expand awareness of choices and supports

For more information, please contact our Local Mental Health Recovery Coordinator, Audrey Hall, MSW, LCSW@ 610-384-7711 x5669

Peer Support Providers:

- **Veteran Francis Green-** Certified Peer Specialist & WRAP facilitator ext. 2258
- **Veteran Robert Todd-** Certified Peer Specialist & WRAP facilitator ext. 2251
- **Coatesville VAMC Volunteer Certified Peer Specialists/WRAP facilitators**

*Source: Mental Health Local Recovery Programs info via Coordinator, Audrey Hall, 12/2010

**CVAMC MENTAL HEALTH RECOVERY PROGRAM:
PEER SUPPORT SERVICES**

1400 Black Horse Hill Road, Bldg 7, Rooms B15E & B15B
Coatesville, PA 19320

WHAT IS PEER SUPPORT?

Peer support is a system of giving and receiving help among peers founded on key principles of respect, shared responsibility, and mutual agreement of what is helpful. It is a process dedicated to promoting empowerment and self-determination in the service of recovery.

WHO ARE PEER SUPPORT PROVIDERS IN A MENTAL HEALTH SETTING?

Persons with severe mental health or co-occurring disorders (e.g. mental health and substance use) who have been trained to help others identify and achieve specific life and recovery goals. Peer support providers are persons who are actively engaged in their own recovery. They are volunteers or are hired to provide peer support services to others engaged in mental health treatment.

WHAT IS THE PURPOSE OF PEER SUPPORT SERVICES?

Peer support providers are persons who are actively engaged in their own recovery.

- Empower Veterans to take control of their own recovery
- Teach recovery skills to create awareness of available services and choices
- To help Veterans develop a sense of wellness and self-worth
- To bring a unique perspective to the treatment teams on which they work.

WHAT DO TRAINED PEER SUPPORT PROVIDERS DO?

- Serve as role models by sharing their personal recovery stories, thereby showing that recovery from mental illness is possible
- Teach goal setting, problem solving, symptom management and a variety of recovery tools
- Empower others to identify their strengths, supports, resources and skills
- Advocate by working to eliminate the stigma of mental illness
- Act as community liaisons by identifying social supports in the community and encouraging the expansion of local community resources

Peer support providers (e.g. peer support technicians/certified peer specialists) do NOT provide individual counseling and group psychotherapy. They do not have counseling degrees and are not licensed therapists. These issues will be directed toward the Veteran's primary therapist.

ADVANTAGES TO PEER SUPPORT SERVICES:

Studies have demonstrated the positive impact that peer support makes on the recovery of people with serious mental health conditions:

- Lessens a sense of loneliness, rejection, and discrimination
- Fosters independence
- Improves ability to deal with mental illness
- Increases access to resources beyond VA
- Improves skills necessary to recover
- Improves communication with providers
- Improves employment outcomes

- Provides encouragement and support
- Leads to fewer hospitalizations
- Use fewer crisis services
- Improves the effectiveness of the Mental Health Delivery System

PEER SERVICES OFFERED:

- ***Vet-to-Vet Buddy*** - Veteran mentors, preferably certified peer specialists, are in one-to-one friendships to provide ongoing peer support to Veterans in the process of recovery from mental health or co-occurring disorders. These friendships help Veterans become more integrated into the community and to reach greater independence. Veterans share common hobbies, interests and activities. We rely on Coatesville VAMC volunteers to make this program successful.
- ***Peer Support Coaching*** - Veterans are assigned to a coach who provides individual peer support sessions.
- ***Community Living and Social Skills*** - Veterans learn and practice skills to live independently in the community. Veterans have opportunities to participate in social activities, meetings, events and outings.
- ***Self-Help Groups*** -
 - ***Peer Support*** - A peer run support group for individuals in the process of recovery from a severe mental illness.
 - ***Problem-solving*** - A peer-run support group for individuals who want to learn a step by- step plan of how to deal with problems.
 - ***Wellness Recovery Action Planning (WRAP)*** -Materials from Dr. Mary Ellen Copeland help Veterans develop an individualized WRAP that includes, but is not limited to, the following: Wellness Tool Box; Daily Maintenance Plan; Triggers and Action Plan; Early Warning Signs and Action Plan; Sign when things are breaking down and Action Plan.
- ***Educational Services*** - Assistance with continuing education is provided: Basic math, writing and reading skills, Study skills, Note-taking. Computers, books and other supplies are available to be used by participants.
- ***Job Skills*** - Learn and practice keyboard typing, Microsoft Word, how to use the Internet, assistance in completing job applications and interviewing skills.
- ***Veterans Speakers Bureau*** – Members educate CVAMC Veterans, staff and the community about mental health and recovery experiences through presentations, volunteer projects and community involvement.
- ***Peer Support Continuing Education Training Days***- see pp. 161-162 for more information
- ***3 day Wellness Recovery Action Planning (WRAP) training***- see pp. 163-164 for more information

HOW CAN I VOLUNTEER?

Contact CVAMC Voluntary Services: 610-384-7711, extension 4900/4901 or the Coatesville

VAMC Voluntary Service Office, located on the ground floor of building 5.

PEER SUPPORT STAFF AND COORDINATOR FOR PEER SUPPORT SERVICES:

Local Mental Health Recovery Coordinator –Peer Support Coordinator,
Audrey Hall MSW, LCSW @ 610-384-7711 ext. 5669

PEER SUPPORT TECHNICIANS:

- Francis Green- Certified Peer Specialist & WRAP facilitator @ 610-384-7711 ext. 2251
- Robert Todd ,Certified Peer Specialist & WRAP facilitator @ 610-384-7711 ext. 2258

HOURS OF OPERATION:

Monday – Friday
8:00am - 4:30pm

*Source: Mental Health Local Recovery Programs, Peer Support Services info via Coordinator, Audrey Hall, 8/2010

**CVAMC MENTAL HEALTH RECOVERY PROGRAM:
PEER SUPPORT SERVICES**

1400 Black Horse Hill Road, Bldg 7, Rooms B15E & B15B
Coatesville, PA 19320

PEER SUPPORT CONTINUING EDUCATION TRAINING DAYS

WHAT ARE THE PEER SUPPORT CONTINUING EDUCATION TRAINING DAYS? There will be a new initiative at Coatesville VAMC to support Peer Support Continuing Education Training for Certified Peer Specialists (CPSs). According to the Pennsylvania peer support coalition, “Peer Specialists must receive 18 hours of continuing education per year. Twelve of those 18 hours must be specifically focused on recovery or peer support. The other six hours can be on other mental-health related topics” (from <http://www.papeersupportcoalition.org/>).

WHY IS THIS TRAINING PROVIDED? This initiative was launched in response to a need expressed by Certified Peer Specialists for low-cost continuing education. This also is an excellent way to network with licensed CPSs, receive peer support, receive the latest information on upcoming events, job postings and free/low cost trainings in the community.

WHEN AND WHERE IS THE TRAINING?

- **DATES/TIMES:**
 - Wed, 12/8/10 (1-3:30 pm)—**Topics:** Strengths, Self-Awareness;
 - Wed, 2/16/11 (12:30-4 PM)— **Topics:** Spirituality and Mental Health;
 - Wed, 4/20/11(1-3:30 pm)— **Topic:** Communication;
 - Thurs, 5/19/11(12:30-4 PM)— **Topics:** Dual Diagnosis/Co-Occurring Disorders, Recovery Stories;
 - Wed, 8/17/11(1-3:30 pm)— **Topic::** Conflicts in the Workplace
- **LOCATION:** Coatesville VAMC
1400 Black Horse Hill Road, **Building 5, Room 3**
Coatesville, PA 19320-2096
- **PLEASE NOTE:** Dates, times and locations of workshops may be subject to change without notice should unforeseen circumstances arise.

WHO ARE THE GROUP LEADERS AND COORDINATORS? All workshops will be led by CVAMC Peer Support Technicians: Francis Green and Robert Todd, who are Certified Peer Specialists and WRAP facilitators. Peer Support Topics will be presented by guest speakers, Coatesville VAMC Volunteers, who are Certified Peer Specialists &/ WRAP facilitators. Audrey Hall, MSW, LCSW (Local Mental Health Recovery Coordinator & Coordinator of Peer Support Services) will be coordinating the events.

WHAT IS THE COST OF THIS TRAINING? The training is free.

WHO CAN ATTEND? This Peer Support Continuing Education training is geared toward Certified Peer Specialists who must earn continuing education hours. However, **anyone is welcome to attend for peer support.** For those interested in becoming Certified Peer Specialists (CPSs) in PA, this is an **excellent way to network with licensed CPSs, receive peer support, receive the latest information on upcoming events, job postings and free/low cost trainings in the community. Veterans, family members, CVAMC Staff, Veterans’ Service Organizations, community mental health agencies, consumers and advocacy groups are invited to attend.**

WILL I RECEIVE A CERTIFICATE? Certificates of attendance will be provided.

ARE FOOD AND BEVERAGES PROVIDED? Individuals who attend are responsible for their own travel, snacks and beverages. There is a cafeteria, a Starbucks, and a Canteen on the campus where snacks and beverages can be purchased.

Space is limited. You must register; training is limited to 40 participants. Registration is first come, first served. Don't delay: register today!

To register or for more information:

1. Contact Audrey Hall at Audrey.hall2@va.gov or (610) 384-7711 ext. 5669.
 2. Please include your name, email address, and a phone number where you can be reached if the training should be canceled due to weather or emergencies.
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*Source: Mental Health Local Recovery Programs, Peer Support Services info via Coordinator, Audrey Hall, 12/2010

**CVAMC MENTAL HEALTH RECOVERY PROGRAM:
PEER SUPPORT SERVICES**

1400 Black Horse Hill Road, Bldg 7, Rooms B15E & B15B
Coatesville, PA 19320

CVAMC 3 DAY WRAP TRAINING

WHAT IS THE 3 DAY WRAP TRAINING (WELLNESS RECOVERY ACTION PLANNING

TRAINING? The 3 day WRAP training will be offered for Veterans and clients in the community who are in recovery from mental illness or both mental illness and substance use/addiction. During this intensive three day course, you will develop your own individualized Wellness Recovery Action Plan; this includes:

- Wellness Tools
- Daily Maintenance Plan- Have a daily list of things to keep yourself well
- Triggers & Action Plan
- Early warning signs & Action Plan
- Signs when things are breaking down & Action Plan
- A Crisis Plan & Post Crisis Plan

Why is this training provided? This is a new initiative at Coatesville VAMC to support Peer Support Initiatives. This 3 day WRAP training is highly recommended as one of the first steps required PRIOR to attending the 10 day Certified Peer Specialist Program in Pennsylvania.

When and where is the training?

- **Dates:** Winter Training on Tues, 1/25/11, Wed, 1/26/11 & Thurs, 1/27/11 ; **Spring/Summer Training** on Tues, 6/21/11, 6/22/11 & 6/23/11; **Fall Training** on Tues, 9/27/11, 9/28/11 & 9/29/11
- **Times for all trainings:** 8-4 pm
- **Location:** Coatesville VAMC

1400 Black Horse Hill Road, Building 5, Room 3

Coatesville, PA, 19320-2096

- **Please Note:** Dates, times and locations of workshops may be subject to change without notice should unforeseen circumstances arise.

Who are the Group Leaders & Coordinators? The workshops are presented by CVAMC Peer Support Technicians, Francis Green and Robert Todd, who are Certified Peer Specialists and WRAP facilitators.

Audrey Hall MSW, LCSW (Local Mental Health Recovery Coordinator & Coordinator of Peer Support Services) will assist in coordinating event in conjunction with Coatesville VAMC Volunteers who also are Certified Peer Specialists and WRAP facilitators.

What is the Cost of this training? The training is free.

Who can attend? This three day WRAP training is geared toward Veterans and clients in the community who are in recovery from mental illness or both mental illness and substance use/addiction. However, anyone is welcome to attend. Veterans, consumers in the community, family members, Veterans' Service Organizations, community mental health agencies and advocacy groups are all invited to attend.

Will I receive a Certificate? Certificates of attendance/participation will be provided after you completed the 3 day training. Please note: You must be able to complete the entire 3 day intensive WRAP training from 8-4pm each day and be an active participant to receive a certification of attendance/participation.

Are food and beverages provided? Individuals who attend are responsible for their own travel, snacks and beverages. There is a cafeteria, Starbuck and Canteen on the campus where snacks and beverages can be purchased.

How do I register? Space is limited. You must register; training is limited to 25 participants. Registration is first come, first served. Don't delay: register today! To register or for more information: Contact Audrey Hall at Audrey.hall2@va.gov or (610) 384-7711 ext. 5669.

If I am interested, how do I get started?

Contact Audrey Hall MSW, LCSW

Coatesville VAMC

1400 Black Horse Hill Road (116D)- Bldg 7, Room B15 B

Coatesville, PA, 19320-2096

Phone Number: (610) 384-7711 x 5669; Fax: (610) 466-2255

Email: Audrey.hall2@va.gov

*Source: Mental Health Local Recovery Programs, Peer Support Services info via Coordinator, Audrey Hall, 12/2010

**DEVELOPING EMPATHY FOR THE LIVED EXPERIENCE
OF PSYCHIATRIC DISABILITY:
A SIMULATION OF HEARING DISTRESSING VOICES**

A unique learning opportunity during which participants experience what is commonly referred to as auditory hallucinations.

This 3-hour training includes:

- A presentation on the phenomenon of hearing distressing voices,
- The simulation experience,
- And a discussion period.

Training participants will learn about the subjective experience of hearing distressing voices, increase their understanding of the day-to-day challenges facing people with psychiatric disabilities, become more empathic toward voice hearers, and be inspired to consider changes in clinical practice which would better address the needs of people who hear distressing voices.

*Dates for 2011 as follows:	January 18	March 15
	May 17	July 19
	September 20	November 15

***Time:** 9:30am – 12:30pm

***Location:** Coatesville VA Medical Center
1400 Black Horse Hill Road
Coatesville, PA 19320-2096
Building 38, 2nd Floor, Room 224

***Cost:** Free

***Audience:** This workshop is for Veterans, Family members, Coatesville Medical Center Staff, Veterans' Service Organizations, Community mental health agencies and Advocacy groups. **Please Note: This training is designed for only “non-voice” hearers.**

***To register, or for more information, please call or email:**

Jean Stackhouse @ 610-3834-7711 X 5115; Jean.Stackhouse@va.gov

***Coordinator:** Audrey Hall, MSW, LCSW @ 610-3834-7711 X5669;
Audrey.hall2@va.gov

*Source: Mental Health Local Recovery Programs info via Coordinator, Audrey Hall, 12/2010

**CVAMC NEUROPSYCHOLOGY AND
PSYCHOLOGY ASSESSMENT SPECIALTY CLINIC**
1400 Black Horse Hill Road 57B
Coatesville, PA 19320

Population served: Inpatient and outpatient Veterans referred for Neuropsychological assessment

Services: Neuropsychological assessment, psychological testing, individual neurocognitive rehabilitation, and weekly process oriented groups for persons with history of traumatic brain injury (TBI) or acquired brain injury (ABI).

How? Neuropsychology Consult (Attention: Donald Dow PhD) needed from VA treatment provider

*Source: Neuropsychology and Psychology Assessment Specialty Clinic info via Supervisor, Dr. Dow, 6/2010.

**CVAMC OPERATION ENDURING FREEDOM /
OPERATION IRAQI FREEDOM PROGRAM**
1400 Black Horse Hill Road 57A, Room 142
Coatesville, PA 19320

HEALTH CARE SERVICES FOR RETURNING COMBAT VETERANS

The **U.S. Department of Veterans Affairs** (VA) provides needed health care, benefits, and support for returning service members.

VA Healthcare – VISN4 is part of the U.S. Department of Veterans Affairs. We provide health care and social services to Veterans in Pennsylvania, Delaware, and several counties in West Virginia, Ohio, New Jersey and New York. There are 10 hospitals and nearly 50 community-based outpatient clinics in our network.

This Program is for: Veterans, including activated Reservist members of the National Guard, are eligible if they served on active duty or in a theater of combat operations during a period of War after the Gulf War and have been discharged under other than dishonorable conditions. (Service after 9/11/2001)

Services Offered

- Case Management
- Compensation and Pension
- Counseling Services
- Dental Services
- Domiciliary Programs
- Education
- Enrollment services
- Mental Health
- Primary Care
- Pharmacy
- Physical Therapy
- Prosthetics
- Social Work Services
- Women's Health
- Substance Abuse
- Sexual Trauma Services
- Stress Management
- Urgent Care

Dental Care

If a Veteran did not receive a pre-separation dental exam from the military, then the Veteran is eligible to receive a dental examination from VA within 180 days.

Establishing Combat Veteran Eligibility

VA has promoted new eligibility rules that provide Active Component and Reserve Component personnel who served in designated combat zones (since 11/11/98). Note that free care refers to all service related to the Veteran's combat experience, even if there is insufficient medical evidence to conclude that such a condition is attributable to such service. Co-payments may be charged for treatment of non-combat related conditions.

The President has signed the National Defense Authorization Act into Law (1/29/08). Combat Veteran eligibility has been expanded from two years post discharge to five years post discharge. Contact your local VA for additional information.

Combat Stress Can Remain Even After You Return Home

Even after returning from a theater of combat, stress can significantly interfere with a Veteran's ability to relate to family, friends, and work. It can also affect other areas of daily functioning. The lingering effects of stress can be expressed as hostility, anger, trouble sleeping, and emotional numbing. Often times, work suffers due to absenteeism, fatigue, or impaired concentration.

If you feel you may be experiencing any symptoms related to combat stress or military sexual trauma, please contact your nearest VA health care facility.

VA Centers in our Network

There are twelve VA Vet Centers in our service area which may also be of assistance to returning service members. Vet Centers provide such services as neighborhood counseling for individuals and groups, and housing assistance. To find the closest VA Center, please contact the nearest VA medical center or check online at: www.visn4.va.gov.

**For program information contact:
Stacey Castel MSW, LCSW, OEF/OIF Program Manager
(610) 384-7711 extension 6817**

VA Medical Center Returning Service Members Coordinators

<u>Location</u>	<u>OEF/OIF Program Managers /Telephone</u>	
Altoona	David Petrak	814-943-9164 EXT. 7215
Butler	William Cress	724-285-2493
Clarksburg	Richard Anderson	304-623-3461 EXT. 3351
Coatesville	Stacey Castel	610-384-7711 EXT. 6817
Erie	James Miller	814-860-2965
Lebanon	Gretchen Roberts	717-228-5954
Philadelphia	Lori Maas	215-823-5915
Pittsburgh	James Martorella	412-954-4194
Wilkes-Barre	Coleen Kaskel	570-824-3521 EXT. 7803
Wilmington	Miguel Marcos	302-994-2511 EXT. 4638
Network Office	Robert Bernard	866-482-7488 EXT. 82-3943

Transition Patient Advocates – East

Maria Williams	215-796-2190
Steve L. Wilson	215-796-2285

Transition Patient Advocates – West

Richard “Buzz” Bryan	412-302-4817
Bill Smathers	412-551-9651

*Source: Operation Enduring Freedom/ Operation Iraqi Freedom Info via Program Coordinator, Stacey Castel, 6/2010

CVAMC POWER PROGRAM

For more information

**Please contact Mental Health Admissions Coordinator:
610-384-7711, extension 5406**

This program is for: Eligible female veterans with substance abuse disorders, mental health problems and homelessness.

Available services: Admission assessments (history and physical, nursing admission assessment, behavioral assessment, psychosocial assessment, recreational assessment); detoxification; recreational activities; Individual and Group Therapy including CBT, DBT, anger management; Art Therapy; Music Therapy; Relaxation and Stress Reduction; Life Skills Training; Vocational Rehabilitation; Nutrition Counseling; and psycho-educational classes. The treatment philosophy is based on a 12-step approach and relapse prevention. The length of stay varies, depending on individual needs, but may run from 3-6 months if necessary.

Who May Receive Services? Who is eligible?

- Female veterans that require detoxification from alcohol, opiates or methadone.
- Female veterans that are seeking substance abuse treatment for alcohol abuse or other substances (opiates, benzodiazepines, cocaine, marijuana, etc.)
- Female veterans with mental health issues including such disorders as PTSD, bipolar disorder, schizophrenia, anxiety, depression.
- Female veterans who are homeless.
- Female veterans who have been unsuccessful in an outpatient setting.

Appointments/ Refer to this program by: Janet Stoccardo, Power Program Admissions Coordinator

For more information, please

**Contact Mental Health Admissions Coordinator:
610-384-7711, extension 5406**

*POWER program info via Former Director, M. Reed; 6/2010

CVAMC: POST-TRAUMATIC STRESS DISORDER RESIDENTIAL REHABILITATION AND TREATMENT PROGRAM

What is PTSD?

Posttraumatic Stress Disorder (PTSD) is a reaction to intense traumatic events that threaten or cause death or injury to you or other people. It can be caused by natural disasters, fires and accidents, but the fear, horror and helplessness of war is tailor-made for the development of PTSD. Some of the symptoms are:

- Recurring painful thoughts and memories
- Nightmares and sleep problems
- Painful feelings when confronted with reminders
- Feeling alienated from and distrustful of others
- Difficulty with intimacy and feeling love
- Irritability or outbursts of anger
- Painful guilt and grief feelings

How does therapy help? "You can't change the past, so how can talking about it help?" True, what happened cannot be changed, but the painful feelings and symptoms of PTSD are happening now, and can be changed. Talking about and reexamining trauma with professionals experienced in the treatment of war stress can lead to resolution of war issues, relief from emotional pain and symptoms and resumption of a more satisfying lifestyle. Therapy for these issues is much different than just thinking about them.

The Program: The Coatesville PTSD Program was established in 1982. It is one of the oldest PTSD programs in the country, and we continually seek to improve our effectiveness based on the latest research on PTSD treatment. The program is open to women and men Veterans of all American wars and combat operations who are dealing with combat-related PTSD.

The program provides a safe, supportive environment on an open ward setting with a length of stay based upon the needs of the individual Veteran. We provide a wide range of therapeutic services including:

- Individual Psychotherapy
- Group Psychotherapy
- Family and Marital Therapy
- Classes on Stress Management; Anger and Assertiveness; Guilt; Grief; Isolation; Depression; Sleep Management; and Relapse Prevention
- Alcohol and Drug education
- AA, NA and 12 step Groups

Does it work? Research indicates that treatment can be highly effective for the individual willing to commit to working in the program with the goal of recovery.

Eligibility: The PTSD Program is open to honorably discharged men and women Veterans of all American wars and combat operations who are suffering from combat-related PTSD.

Application to the program: If you have an outpatient therapist, then have them call us for referral information. If you do not have a therapist, please call the number at the end of this brochure. We will meet with you for an evaluation interview to determine if the program is the best treatment option for your condition. When you come for the interview and upon entry to the program if accepted, you must be drug and alcohol free.

Veterans' Benefits: Admission to our program is not necessary or particularly helpful in claims for service-connected disability. Our goal is to treat PTSD and to help you live a more satisfying and effective life. We make no determinations of disability or employability. Filing a claim for disability is most readily done by contacting a Veterans Service Representative at your nearest VA facility.

Our Goal: Many Veterans try to medicate themselves with alcohol and drugs without success, and believe they are stuck with these problems. Participating in therapy for PTSD is hard work, but treatment does help. We will do our best to help you improve the quality of your life, and to recover from the trauma of war.

**For more information, contact:
Director PTSD Program
Coatesville VA Medical Center
1400 Black Horse Hill Rd.
Coatesville, PA 19320
610-384-7711, extension 4007**

**Applicants for Treatment May Contact
The Program Directly at
610-384-7711, extension 4267**
Please call between the hours of 8am and 4pm
Coatesville VA Medical Center

Posttraumatic Stress Disorder Clinical Team

The **PTSD Clinical Team at the Coatesville VA Medical Center** provides individual, group and family counseling on an outpatient basis. Services are provided to both combat and non-combat Veterans including Veterans with Military Sexual Trauma (MST). Daytime and evening hours are available.

**For more information contact David Inman, PhD at
610-384-7711 ext 6833.**

CVAMC: SOCIAL WORK WALK-IN HOURS*

Do you need to speak to a social worker about?

- Affordable housing and transportation options?
- Applying for Social Security Disability, Medical Assistance, food stamps, WIC, LIHEAP or other public assistance?
- Getting copies of birth certificates, social security cards, DD214s, or other documents?
- Community and VA resources?
- Help with filling out forms?

Veterans can now be seen the same day, often within minutes! Appointments can still be made for Veterans traveling long distances.

To be seen, sign up at the front desk at 57A then wait in the TV room. You will be called. If you are not present when called, the next person will be called and you may lose your turn.

*Social Work walk-in hours vary daily, however, there are usually some walk-in hours during the morning and afternoon of each day. Walk in hours typically are 8-10 am and 2-4pm usually daily. Walk-in hours may be cancelled due to vacations, meetings etc. Please call x6801 to verify walk-in hours for that day before traveling.

*Source: Information on Social Work Walk-In Hours verified by Primary Social worker from Outpatient Mental Health Program , Molli Collacott ; 6/2010

**CVAMC: SUBSTANCE ABUSE
RESIDENTIAL REHABILITATION
TREATMENT PROGRAM (SARRTP)**

Our Mission: We provide specialized substance abuse treatment services to eligible Veterans based on their individual needs, in the most appropriate environment.

Our caring, dedicated and experienced staff includes:

- Doctors, physician assistants, nurse practitioners, registered nurses, licensed practical nurses, health technicians
- Recreation therapists
- Social workers
- Pharmacists
- Psychologists
- Counselors
- Chaplain services
- Support staff
- Other healthcare specialist

Drug and Alcohol Programs and Services:

- Dual Diagnosis
- Domiciliary Care
- Day Treatment
- Detoxification
- Relapse Prevention
- Community Outreach

Who May Receive Services? All Veterans with an honorable military discharge may be considered. One of our Health Benefits Advisors can quickly determine your eligibility. The following criteria are used to determine an individual's appropriateness for admission:

- Assessed as not meeting criteria for acute psychiatric or medical admission.
- A less restrictive treatment alternative has been tried or is unavailable and the veteran has been assessed as requiring the structure and support of a residential treatment environment.
- Assessed as not a significant risk of harm to self or others.
- Lacks a stable lifestyle or living arrangement that is conducive to recovery.
- Capable of self preservation and basic self care.
- Has identified treatment and/or rehabilitation needs which can be met by the program.

Appointments: To schedule an appointment, please call the Mental Health Office weekdays from 8:00am to 4:00pm or leave a message after hours and we will return your call.

For more information, please contact Mental Health Admissions Coordinator: 610-384-7711, extension 6801

*Substance Abuse Treatment Programs info via Unit Manager, Michele L. Reed; Revised on 6-28-2010.

CVAMC: DUAL RECOVERY ANONYMOUS (DRA)

Addiction Problems, Emotional or Mental Health problems too?

Finally a meeting that covers recovery for the combination of problems. Have you felt like you were alone in the world or that no one else can identify with you because you are DUAL DIAGNOSED? Don't feel alone anymore, come to the Tuesday night, dual diagnosis D.R.A. meeting.

Phone: 610-384-7711 x 5676

WHEN: Tuesday, Thursday, & Saturdays Nights

WHERE: VAMC, COATESVILLE

1400 Black Horse Hill Rd

@ 8A Dom Dayroom or outdoor Pavilion behind 8A when weather permits

TIME: 7pm – 8pm

WHO: Veterans residing in homeless domiciliary programs

*Dual Recovery Anonymous info via 8A team leader, Dr. Angela McCarroll & Robert Todd; 12/2010

CVAMC: SUICIDE PREVENTION PROGRAM

1400 Black Horse Hill Road
Coatesville, PA 19320

OPERATION S.A.V.E.

Operation S.A.V.E. is a way to help save lives through suicide prevention by knowing

- Signs of suicidal thinking
- Ask Questions
- Validate the Veteran's experience
- Encourage treatment and Expedite a referral

“There are plenty of resources available to the Veteran who is suicidal, but we need you to partner with us in identifying the suicidal Veteran and getting them into treatment.”

Our Veterans face a higher risk of suicide just from the very nature of their service. It is important to know what those risks are. Here are a few of those risks, unique to military service:

- Frequent deployments
- Deployments to hostile environments
- Exposure to extreme stress
- Physical assault while in the service
- Length of deployments

General Risks include the following:

- Currently thinking about harming self, with a plan and method
- Previous attempt
- Alcohol or substance abuse
- History of mental illness
- Poor self-control
- Hopelessness
- Recent loss (personal, physical, emotional, financial)
- Family history of suicide
- History of abuse
- Serious health problems
- Age, gender, race

When confronted with a Veteran you suspect might be suicidal, ask questions in a conversational, non-threatening way. Remember the basic steps for asking questions:

- Remain calm
- Listen more than you speak
- Maintain eye contact
- Act with confidence
- Don't argue
- Use body language that is open
- When asking questions, limit them to gathering information casually
- Use supportive and encouraging comments
- Stay non-judgmental
- Be as honest as possible – don't make promises you don't intend to keep.

Know how to ask the big question, “Have you thought about killing yourself?” Asking the question should be done after you have enough information to reasonably believe the Veteran is suicidal. It

should be asked at an appropriate time in the conversation. You can do it as part of a review of the information the Veteran gave you. “So, if I understand your situation, you’re really down about your constant pain and lack of successful treatment. You have lost your job because of the pain, and you don’t see any future for yourself. A lot of Veterans in your situation think about killing themselves. Are you having similar thoughts?”

How not to ask the question:

- Don’t talk with the Veteran for two minutes and just blurt out, “So are you going to kill yourself or what?”
- Don’t ask the question as though you are looking for the answer you want, “You aren’t thinking of killing yourself are you?”
- Don’t ask the question as a statement, “My God, you are going to kill yourself!”

Signs of suicidal thinking include:

- Threatening to hurt or kill self
- Looking for ways to kill self.
- Seeking access to pills, weapons or other means
- Talking or writing about death, dying or suicide
- Hopelessness
- Rage, anger or seeking revenge
- Acting reckless or engaging in risky activities, seemingly without thinking
- Feeling trapped, as if there is no way out
- Increasing drug or alcohol abuse
- Withdrawing from friends, family and society
- Anxiety, agitation, unable to sleep, or sleeping all the time
- Dramatic changes in mood
- No reason for living, no sense of purpose in life

For program information, please contact CVAMC Suicide Prevention Coordinators,

Rick Hohner at 610-384-7711 x 5074 or

Lily Thomas at 610-384-7711 x 6809

**SEE FOLLOWING PAGE FOR
COATESVILLE MEDICAL CENTER: MENTAL HEALTH INFORMATION SHEET**

*Suicide Prevention Program info via Coordinators: Lily Thomas & Rick Horner, verified 6/2010

CVAMC: MENTAL HEALTH INFORMATION SHEET (HOTLINE NUMBERS)

EMERGENCIES DIAL	911
NATIONAL SUICIDE HOTLINE	1-800-273-TALK (8255)

COATESVILLE VAMC

COATESVILLE VAMC	610-384-7711
PRIMARY CARE/URGENT CARE	610-384-7711 x4290 OR x5060
MENTAL HEALTH CLINICS:	
• OUTPATIENT CLINIC	610-384-7711 x6801/ 6825/6835/ 6836
• SPRING CITY CBOC	610-948-0981
• SPRINGFIELD CBOC	610-543-3246

LOCAL AND COUNTY MENTAL HEALTH CRISIS NUMBERS

BERKS COUNTY	610-236-0530
BUCKS COUNTY	610-499-7455
CHESTER COUNTY	610-918-2100
CHESTER COUNTY TOLL FREE	877-918-2100
DELAWARE COUNTY	(North) 610-237-4210
DELAWARE COUNTY	(South) 610-447-7600
LANCASTER COUNTY	717-394-2631
LEBANON COUNTY	717-274-3363
MONTGOMERY COUNTY	610-279-6100
PHILADELPHIA COUNTY	215-685-6440
NORTHERN DELAWARE	(800) 652- 2929
NORTHERN DELAWARE	(800) 354-6785
SOUTHERN NEW JERSEY	856-428-HELP (4357)

*Suicide Prevention Program info via Coordinators: Lily Thomas & Rick Horner, verified 6/2010